Please type a plus sign (+) inside this box -> +
--

PTO/SB/08B (10-96)
Approved for use through 10/31/99. OMB 0651-0031
Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitu	ite for form 1449B/F	то		espond to a collection of information unless it contains a valid OMB control number Complete if Known			
15.152				Application Number			
INF	DRMATIC)N D	ISCLOSURE	Filing Date	November 15, 2001		
STA	TEMENT	BY	APPLICANT	First Named Inventor			
				Group Art Unit			
	(use as man	y sheet	s as necessary)	Examiner Name			
Sheet	2	of	2	Attorney Docket Number	P1830US00		

	OTHER PRIOR ART NON PATENT LITERATURE DOCUMENTS								
Examiner Initials'	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²						
		HP Open View Solutions,							
		wysiwyg://365/http://www.openview.hprint.asp?catid=222&livel=solutions							
		enterprises							
		Genesys Express Edition							
		Call Center Monitoring Operation							
			ìl						
L	<u> </u>								
Examine	,	Date							
Signature		Considered							

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² Applicant is to place a check mark here if English language Translation is attached.



e type a plus signer the Paperwork		L		Approvi Patent and Trademark espond to a collection of information u	PTO/SB/08A (10-96 ed for use through 10/31/99. OMB 0651-003* Office: U.S. DEPARTMENT OF COMMERCE unless it contains a valid OMB control number.	<u>í</u> .
	or form 1449A/P				plete if Known	الهج ر
INFORMATION DISCLOSURE				Application Number		7 s C
				Filing Date	11-15-01	2°c
STAT	EMENT	BY A	PPLICANT	First Named Inventor	Sawver	7-5
				Group Art Unit		3 2
(u	se as many sl	neets as	necessary)	Examiner Name		7 2
Sheet	1	of	2	Attorney Docket Number	P1830US00	フ ``

U.S. PATENT DOCUMENTS							
Examiner Initials*	Cite No.1	U.S. Patent I	Cocument Kind Code ² (if known)	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
		6,202,199		Wygodny et al	03-13-2001		
		6,260,048		Carpenter et al	07-10-2001		
		6230287		Pinard et al	05/08/2001		
		6249812		Cromer et al	06/19/2001		
		6237114		Wookey et al.	05/22/2001		
		_		"			
		·					
Î							
T T							
					1		
						····	
-					+ + -	***	

	FOREIGN PATENT DOCUMENTS									
Examiner Initials	Cite 1	F	oreign Patent Do	cument	Name of Patentee or	Date of Publication of	Pages, Columns, Lines, Where Relevant			
		N		Kind Code ⁵ (# known)	Applicant of Cited Document	Cited Document MM-DD-YYYY	Passages or Relevant Figures Appear	Le		
								$\perp \perp \downarrow$		
								₩		
						 		╁┤		
						,		Ш		
		\vdash						+		
<u> </u>						-		+		
					-			+		

Signature Considered	Examiner	Date	
	Signature	Considered	

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

+

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.